

# Set Top Box Replacement

Your guide to replacing a Standard, MyStar or MyStar HD box



**FOXTEL**

# Replacing your current set top box

Follow these simple instructions and you'll be enjoying your Foxtel quicker than you can say "pass the popcorn".

This handy guide will show you how to swap your current Standard, MyStar or MyStar HD box with a new one. To help relocate cables to the correct socket, we've included some handy coloured labels to identify and match connections. Connecting should only take around 15 minutes and there are just 4 easy steps.

## Step 1: Label the cables

## Step 2: Swap the cables

## Step 3: Activate the new set top box

## Step 4: Return the existing set top box

To begin, review the checklist on the opposite page and then turn to the page relevant for your new type of set top box.



Standard Box pg 4



MyStar Box pg 6



MyStar HD Box pg 8



## Check these things before we start

First things first, follow this quick checklist to make sure that you're organised before starting:



### **Safety**

Please turn off your TV and set top box at the wall. Keep all of the cables plugged into your existing box and leave the smartcard inserted.



### **Clear the space around your TV**

So that it's easy for you to access all of the cables and sockets.



### **Unpack your new box**

Remove your new box and any cables from the packaging, and place them near your existing box (remember to leave the smartcard in your new box).



### **Your account number**

You'll need this when you call to activate your new box. You can find your account number on your latest statement, or on the follow-up letter that you'll receive shortly.



# Replacing your standard set top box

## Step 1:

While still plugged in, label the cable ends running **into** your existing set top box as follows. You'll notice that there are some labels you won't use and we've identified those below.

Refer to the diagram on the opposite page as you go.

**A. DARK BLUE LABEL** LNB-IN Cable. Refer to Fig. 1. A

**B. PINK LABEL** RF IN & RF OUT Cables. Refer to Fig. 1. B

**C. ORANGE LABEL** This label / cable does not apply.

**D. RED LABEL** S-Video / S-VHS Cable. Refer to Fig. 1. D  
**If you don't use this connection, continue to E.**

**E. GREY** SPDIF-Coax Cable. Refer to Fig. 1. E  
This label/cable may not apply to some models.  
**If you don't use this connection, continue to F.**

**F. YELLOW LABEL** Audio / Video (AV) Cables. Refer to Fig. 1. F  
**If you don't use these connections, continue to H.**

**G. GREEN LABEL** This label / cable does not apply.

**H. LIGHT BLUE LABEL** Power Cable. Refer to Fig. 1. H

**WHITE LABEL** If you are using any other connections not covered above, you can label them with the spare white label and swap them directly across.



## Step 2:

Swap the cable to the corresponding socket on your new set top box. The corresponding sockets will look the same as the ones shown in the diagrams for each label (Fig. 1). Ensure the cables are securely connected.

## Step 3:

Time to activate! You'll need your Foxtel account number and a phone handy – and don't forget to turn the television and set top box power back on at the wall!

- Turn on the TV and switch to the TV source or channel you normally watch Foxtel – make sure the set top box is on too.
- After a moment you should see the screen in Fig. 3, and then one similar to Fig. 4 after a few more minutes.
- When you see Fig. 4, call the Foxtel Activation Hotline on **1300 720 640** for your account activation and you're done!

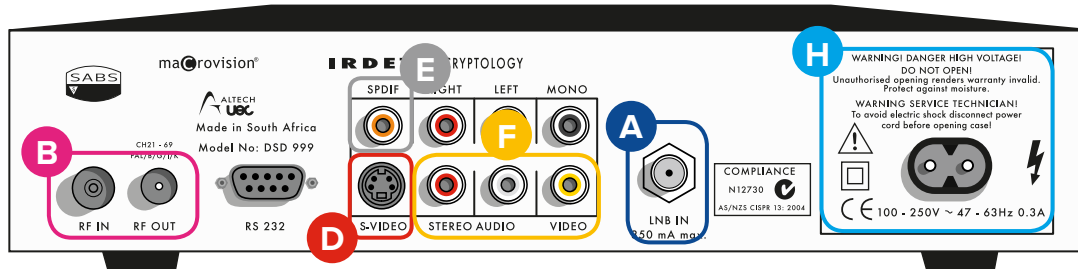
If you connected with RF cables (PINK LABEL), you may have a snowy picture instead of a Fig. 4, and will need to tune your new box.

- Press and hold the **[BACK]** button on your Foxtel remote control for 5 seconds.
- A number prefixed with a 'U' will appear on the front display of your new Foxtel box.
- Press the [**<**] or [**>**] buttons to change the numbers until you see Fig. 2 on your TV screen.
- Then press **[SELECT]** and Fig. 4 should appear – now you can call the Foxtel Activation Hotline.

If your screen hasn't changed as shown on the opposite page, please check Troubleshooting on page 11 or call us on **131 999**.

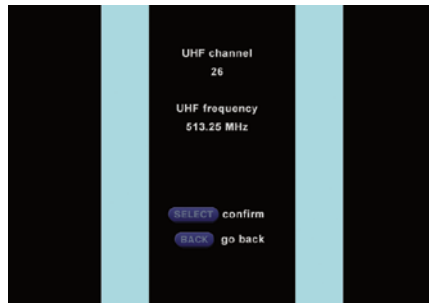
**Next turn to Step 4 on page 10 to return your existing set top box and you're done!**

**Figure 1. The back of your new standard set top box**

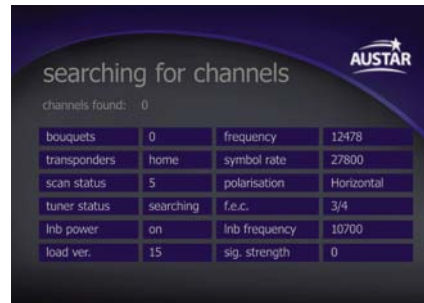


**Please note:** Your model should have similar connections to the one shown.

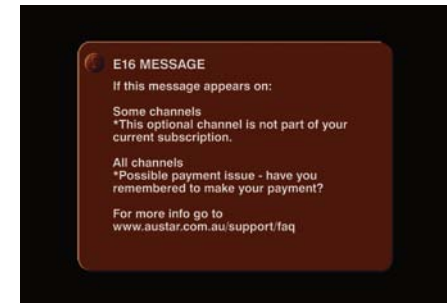
**Figure. 2**



**Figure. 3**



**Figure. 4**



Message may vary

**If you don't see these screens in Step 3, have a peek at Troubleshooting on page 11.**

# Replacing your MyStar box

## Step 1:

While still plugged in, label the cables running into your existing MyStar box as follows. You'll notice that there are some labels you won't use and we've identified those below.

Refer to the diagram on the opposite page as you go.

**A. DARK BLUE LABEL** LNB-IN 1 & LNB-IN 2 Cables. Refer to Fig. 5. A

**B. PINK LABEL** RF IN & RF OUT Cables. Refer to Fig. 5. B

**C. ORANGE LABEL** This label / cable does not apply.

**D. RED LABEL** S-Video / S-VHS Cable. Refer to Fig. 5. D  
**If you don't use this connection, continue to E.**

**E. GREY** SPDIF-Coax or SPDIF-Optic Cable. Refer to Fig. 5. E  
**If you don't use either connection, continue to F.**

**F. YELLOW LABEL** Audio / Video (AV) Cables. Refer to Fig. 5. F  
**If you don't use these connections, continue to G.**

**G. GREEN LABEL** Component Cables. Refer to Fig. 5. G  
**If you don't use these connections, continue to H.**

**H. LIGHT BLUE LABEL** Power Cable. Refer to Fig. 5. H

**WHITE LABEL** If you are using any other connections not covered above, you can label them with the spare white label and swap them directly across.



## Step 2:

Swap the cable to the corresponding socket on your new MyStar box. The corresponding sockets will look the same as the ones shown in the diagram for each label (Fig 5). Ensure the cables are securely connected.

## Step 3:

Time to activate! You'll need your Foxtel account number and a phone handy – and don't forget to turn the television and set top box power back on at the wall!

- Turn on the TV and switch to the TV source or channel you normally watch Foxtel – make sure the set top box is on too.
- After a moment you should see the screen in Fig. 7, and then one similar to Fig. 8 after a few more minutes.
- When you see Fig. 8, call the Foxtel Activation Hotline on **1300 720 640** for your account activation and you're done!

If you connected with RF cables (PINK LABEL), you may have a snowy picture instead of a Fig. 8, and will need to tune your new box.

- Press and hold the **[BACK]** button on your Foxtel remote control for 5 seconds.
- A number prefixed with a 'U' will appear on the front display of your new Foxtel box.
- Press the [**<**] or [**>**] buttons to change the numbers until you see Fig. 6 on your TV screen.
- Then press **[SELECT]** and Fig. 8 should appear – now you can call the Foxtel Activation Hotline.

If your screen hasn't changed as shown on the opposite page, please check Troubleshooting on page 11 or call us on **131 999**.

**Next turn to Step 4 on page 10 to return your existing set top box and you're done!**

Figure 5. The back of your new MyStar box

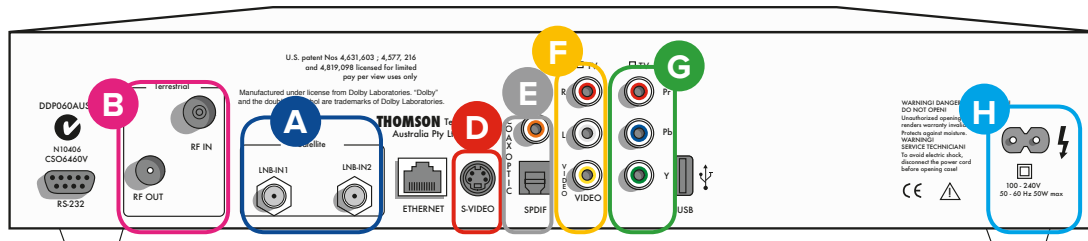


Figure. 6

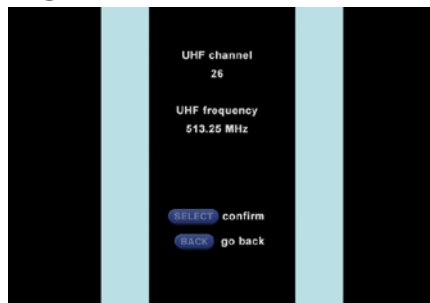


Figure. 7

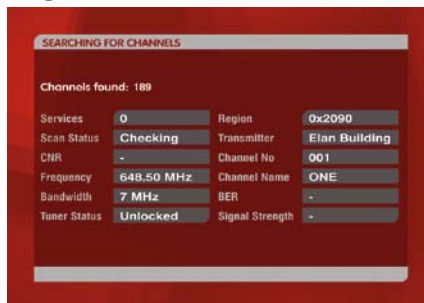
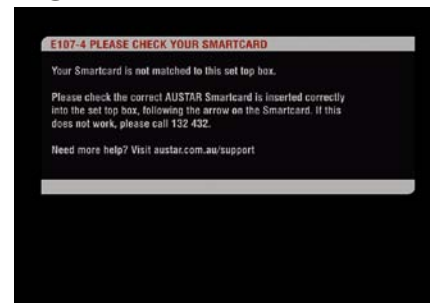


Figure. 8



Message may vary

If you don't see these screens in Step 3, have a peek at Troubleshooting on page 11.

# Replacing your MyStar HD box

## Step 1:

While still plugged in, label the cables running **into** your existing MyStar HD box as shown below.

Refer to the diagram on the opposite page as you go.

**A. DARK BLUE LABEL** LNB-IN 1 & LNB-IN 2 Cables. Refer to Fig. 9. A

**B. PINK LABEL** RF IN & RF OUT Cables. Refer to Fig. 9. B

**C. ORANGE LABEL** HDMI Cable. Refer to Fig. 9. C

**If you don't use this connection, or have other equipment, continue to D.**

**D. RED LABEL** S-VHS (S-Video) Cable. Refer to Fig. 9. D

**If you don't use this connection, continue to E.**

**E. GREY** SPDIF-Coax or SPDIF-Optic Cable. Refer to Fig. 9. E

**If you don't use this connection, continue to F.**

**F. YELLOW LABEL** Audio / Video (AV) Cables. Refer to Fig. 9. F

**If you don't use these connections, continue to G.**

**G. GREEN LABEL** Component Cables. Refer to Fig. 9. G

**If you don't use these connections, continue to H.**

**H. LIGHT BLUE LABEL** Power Cable. Refer to Fig. 9. H

**WHITE LABEL** If you are using any other connections not covered above, you can label them with the spare white label and swap them directly across.



## Step 2:

Swap the cable to the corresponding socket on your new MyStar HD box. The corresponding sockets will look the same as the ones shown in the diagram for each label (Fig. 9). Ensure the cables are securely connected.

## Step 3:

Time to activate! You'll need your Foxtel account number and a phone handy – and don't forget to turn the television and set top box power back on at the wall!

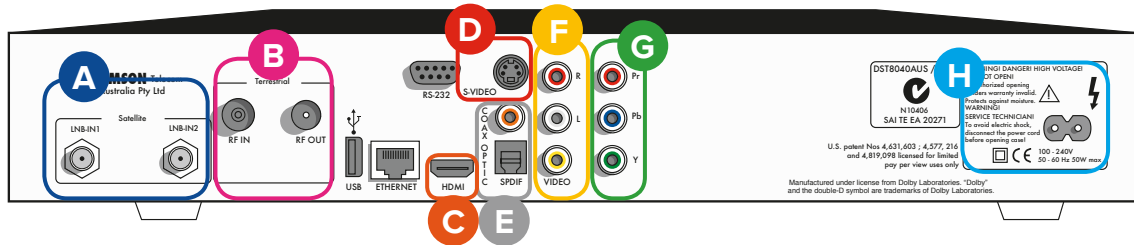
- Turn on the TV and switch to the TV source you normally watch Foxtel – make sure the set top box is on too.
- After a moment you should see the screen in Fig. 10, and then one similar to Fig. 11 after a few more minutes.
- When you see Fig. 11, call the Foxtel Activation Hotline on **1300 720 640** for your account activation and you're done!

If your screen hasn't changed as shown on the opposite page, please check Troubleshooting on page 11 or call us on **131 999**.

**Next turn to Step 4 on page 10 to return your existing set top box and you're done!**



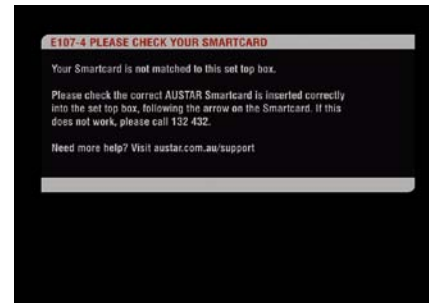
**Figure 9. The back of your new MyStar HD box**



**Figure. 10**



**Figure. 11**



Message may vary

**If you don't see these screens in Step 3, have a peek at Troubleshooting on page 11.**

## Step 4: Returning your existing Standard, MyStar or MyStar HD box

You will receive a follow-up letter that explains how to return your existing set top box to Foxtel. If it hasn't arrived already, keep an eye on your mail box.

When you receive your follow-up letter, take it along with your existing set top box to your nearest Post Office. You won't need to worry about any packaging or postage costs, as we've got that covered.




**IMPORTANT:** Make sure you keep your Remote Control as you will need this for your new box.

# Troubleshooting

If you run into any hiccups, see if some of the tips below help. If you're still stuck, just give us a call.

<b>Getting a blue / black screen?</b>	<b>There could be an issue with the cabling or the channel that your TV is on.</b> <ul style="list-style-type: none"> <li>• Check that all cables are securely and correctly connected from your set top box to your TV and any other equipment.</li> <li>• Check that your AV cables are matched to the correct colour socket on your box.</li> <li>• Check that your TV is on and the correct TV source is selected.</li> </ul>
<b>Getting a snowy picture?</b> <small>(Standard &amp; MyStar only)</small>	<b>You might have an issue with tuning.</b> <ul style="list-style-type: none"> <li>• Check your RF connection is set to the correct frequency. Refer to Step 3 of the instructions for your specific set top box.</li> </ul>
<b>Getting an E16 or an E30 message?</b>	<b>This may not be a channel that you subscribe to.</b> <ul style="list-style-type: none"> <li>• Visit <a href="http://www.foxtel.com.au">www.foxtel.com.au</a> and click on "My Account" to check your account information.</li> </ul>
<b>Getting an E52 message?</b>	<b>You might have satellite dish or frequency issues.</b> <ul style="list-style-type: none"> <li>• Transmission – your service may be interrupted by excessive rain, cloud cover or obstruction. This should be restored when the weather clears, otherwise ensure there are no trees/branches in the path of the satellite dish.</li> <li>• Frequency – check your set top box is set to the correct frequency by following these points with your remote control: <ul style="list-style-type: none"> <li>– Press the 'Active' button</li> <li>– Navigate via this menu path: SETUP &gt; INSTALLATION &gt; DISH &gt; LNB FREQUENCY</li> <li>– Ensure the tick is on 10700</li> </ul> </li> </ul>
<b>Having issues getting your local channels?</b> <small>(MyStar &amp; MyStar HD only)</small>	<b>You may have an issue with your antenna or be in a digital black spot.</b> <ul style="list-style-type: none"> <li>• Check that the cable running from the antenna point on the wall plate to the Terrestrial 'RF-IN' connection (PINK LABEL) at the back of the set top box is securely connected on both ends.  <i>If the problem persists, please see your local TV (free to air) technician as the amount of signal from your antenna may not be strong enough to display digital TV on the set top box, or you could be in a black spot.</i> </li> </ul>
<b>Picture not clear?</b> <small>(MyStar HD only)</small>	<b>The resolution may not be correct.</b> <ul style="list-style-type: none"> <li>• Check the resolution is correct for your connection type by following these points with your MyStar remote: <ul style="list-style-type: none"> <li>– Press the 'Active' button</li> <li>– Navigate via this menu path: SETUP &gt; MYSTAR SETTINGS &gt; HD RESOLUTION</li> <li>– Select the relevant resolution: <ul style="list-style-type: none"> <li>• For AV (YELLOW LABEL) – change to 576i</li> <li>• For Component (GREEN LABEL) – change to 720p</li> <li>• HDMI (ORANGE LABEL) – change to 1080i</li> </ul> </li> </ul> </li> </ul>

# Your set top box snapshot

Set Top Box Features	Standard 	MyStar 	MyStar HD 
Access Interactive Features	✓	✓	✓
Digital Ready & ability to view local channels*	✗	✓	✓
One remote control & on-screen TV guide for all TV channels	✗	✓	✓
Pause, rewind and replay live TV	✗	✓	✓
Record and store shows	✗	60hrs	90hrs <sup>^</sup>
HD viewing**	✗	✗	✓ With access to Foxtel & local HD channels

\*Digital free to air black spots may exist. ^90 hours of SD recording & 30 hours of HD recording space. \*\*HD audio and video quality with an HD-TV.